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NETCOOL AND NERVECENTER PRO EVENT MANAGERS FEATURE ENHANCED INTEGRATION

SAN FRANCISCO, CA -- September 23, 1997 -- (Business Wire) Micromuse, Inc. and Seagate Software, Inc., two leading developers of event management software for enterprise networks, have decided to more tightly integrate their applications, enabling customers to reduce deployment times of service-level management solutions. The companies will co-develop software that extends Micromuse Netcool™: and Seagate NerveCenter Pro™: to enable them to work together off the shelf. The companies' common objective is to make it easier for systems integrators and network managers to efficiently implement the complementary software packages in tandem.

Netcool™: uses software probes to collect network events from heterogeneous management environments, then distributes events to operators and administrators responsible for monitoring service levels. Seagate NerveCenter Pro™: is an event correlation application that uses behavior models to correlate network conditions and address critical problems. Future releases of Netcool™: and Seagate NerveCenter Pro™: are scheduled to be outfitted to enable Seagate NerveCenter Pro™: users to configure behavior models to forward correlated events directly to Netcool™:.

"Through tighter integration with Netcool™:, forwarding correlated event information from Seagate NerveCenter Pro™: to Netcool™: will be more efficient and easier to configure," explained Louise Funke, director of network and system product management at Seagate Software. "We're working together to configure a Netcool™: probe that receives correlated events from Seagate NerveCenter Pro™:, and are defining the event information that will be available to be forwarded to NetcoolTM from Seagate NerveCenter Pro," she added.

"NetcoolTM customers will now be able to take advantage of Seagate NerveCenter Pro's™: excellent polling engine," said Tim Tokarsky, vice president of applications development at Micromuse. "Seagate Software customers will be able to view event data from multiple management domains, either SNMP or non-SNMP. It will be an effective combination for quickly rolling out service-level management solutions that help our customers meet their service-level agreements."

The companies' mutual customers report that they are already using the two applications together. "Seagate NerveCenter Pro™: offers a dependable exception-based polling and event correlation engine," said Scott Parker of SouthernView Associates, Inc., a systems integration and consulting firm specializing in the management of large-scale networks. "Netcool™: is able to converge events from multiple sources and flexibly present them in a format customized by the operator. Together, they offer a powerful unified solution."

MindSpring, Inc., a major Internet service provider, is using Seagate NerveCenter Pro™: as the primary polling engine for collecting SNMP and ICMP events, and for the initial correlation of events feeding into Netcool™:. "By configuring Seagate NerveCenter Pro™: to forward traps to Netcool™: we don't get locked into management frameworks," said Allen Thomas, manager of enterprise development at MindSpring. "To have that capability off the shelf will give enterprise managers a huge head start."

About Seagate Software:

Seagate Software, a subsidiary of Seagate Technology, Inc., develops software tools and applications for information availability, access, and analysis. Its award-winning solutions include Seagate Backup Exec™, Seagate Crystal Reports, Seagate Crystal Info, Seagate Holos, and Seagate WinINSTALL. Seagate Software has established strategic relationships with Microsoft, Novell, IBM, Hewlett-Packard, Informix, Oracle, PeopleSoft, and other industry leaders, and markets its products worldwide through distributors, value-added resellers, system integrators, retailers, and OEMs. Seagate Software's home page address on the World Wide Web is http://www.seagatesoftware.com.

For more information about Seagate Software, network and storage management products, contact the Orlando area office at: 400 International Parkway, Heathrow, FL 32746; (800) 327-2232; (407) 531-7500; Fax (407) 531-7730.

About Micromuse:

Micromuse is a privately held firm employing more than 160 people worldwide. Revenues for 1996 exceeded $18 million, and the company is currently experiencing substantial growth. Micromuse specializes in providing networked systems management solutions for mission- critical enterprises, Internet service providers, and telecommunications firms. The company is committed to delivering rapidly deployable enterprise-wide service-level management solutions that do not require customers to alter their existing business models.

Headquarters are located at 139 Townsend Street, San Francisco, Calif. 94107; (415) 538-9090. The company also has offices in New York, Dallas, London, and Sydney. The Web site is located at http://www.netcool.com.

Products Featured in this Article

Network management, Micromuse Netcool, Seagate NerveCenter Pro; NSMG

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